



VIRGINIA SIS[®] SATISFACTION SURVEY REPORT

October 2018 – December 2018

VIRGINIA SIS® SATISFACTION SURVEY

This report compiles the results of Ascend Management Innovations' Supports Intensity Scale® satisfaction surveys for the time period of October 2018 through December 2018.

Background

Ascend, A MAXIMUS Company, contracts with the Department of Behavioral Health and Developmental Services (DBHDS) to perform SIS® interviews to transform Virginia's Intellectual and Developmental Disability (IDD) service system by expanding service capacity, strengthening community-focused services, promoting self-determination, and encouraging individuals to actively participate in all aspects of community life. Virginia uses the conflict-free, objective SIS® assessment to establish individual resource allocation. The Virginia SIS® project began in October 2014. As a part of Ascend's continuous quality improvement model, satisfaction data is collected for SIS® interviews. Satisfaction data is used to identify training opportunities and procedural changes for Ascend's scheduling department and the independent contractor interviewers. Respondent feedback is also provided to DBHDS for program analysis and planning.

Methodology

Following each SIS® interview, all respondents including SIS® recipients, family members and guardians, support coordinators, and providers are offered a SIS® Satisfaction Survey form and invited to submit their feedback. Respondents may fax or mail the completed surveys to Ascend's corporate office. Survey results are compiled and analyzed by Ascend's Quality Improvement Department for review and trending. Result outliers, significant positive or negative feedback, are immediately forwarded to the VA SIS® Manager for review, action planning, or complaint resolution as appropriate.

Stakeholders are asked to identify their satisfaction for seven questions on a Likert scale of 1 to 5, 1 being disagree and 5 being agree. The questions identify respondent satisfaction with the process, effectiveness, and professionalism of Ascend's scheduling department, as well as the professionalism and skill of the interviewer:

- The interview was scheduled at a convenient time/date.
- The scheduler was courteous and communicated clearly.
- The individual's support team was well represented at the assessment.
- The interviewer was courteous and communicated clearly.
- The interviewer treated me/us with dignity and respect.

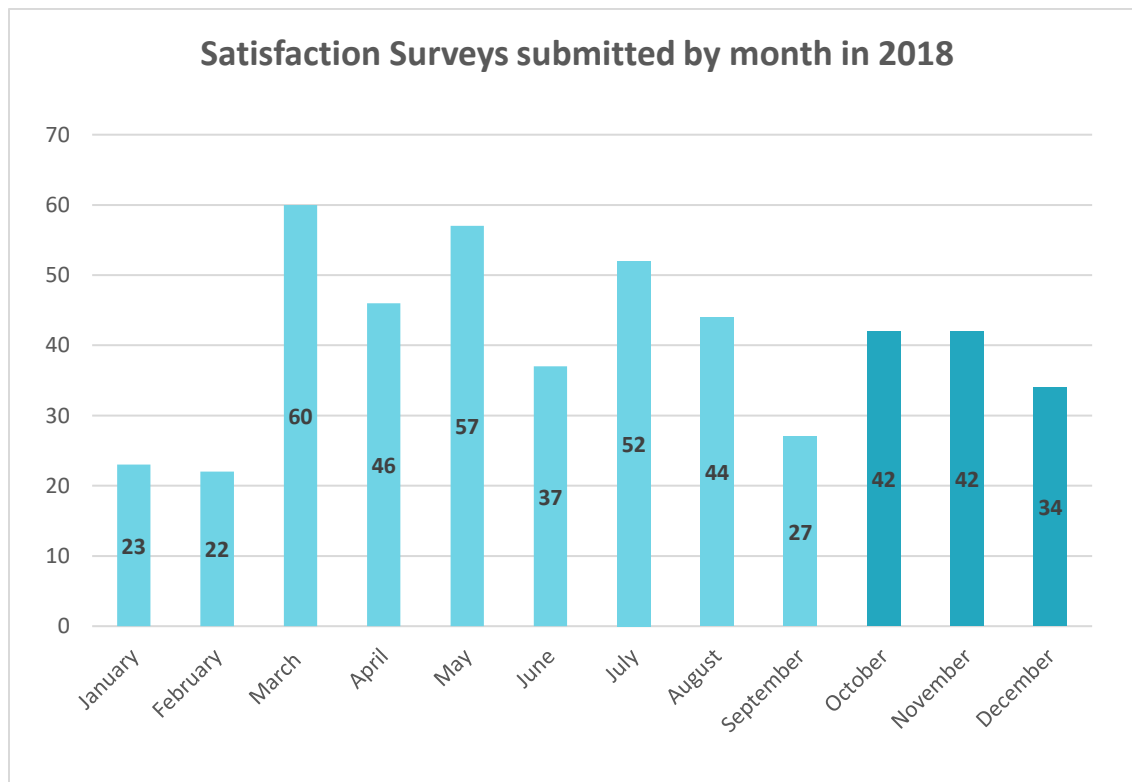
- The interviewer conveyed interest and took the time to learn about the individual’s support needs.
- The interviewer effectively captured the individual’s support needs.

In addition, respondents are asked to identify if the interviewer arrived on time to the interview and the length of the interview. These data points gauge the interviewer’s ability to meet professional expectations and his or her interview administration skills.

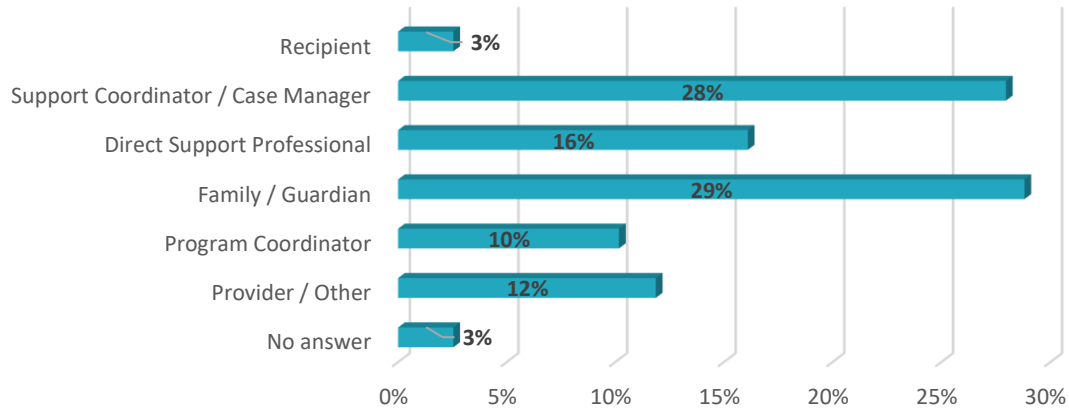
Finally, respondents are invited to provide narrative feedback regarding:

- The assessment tool and its uses (feedback to the state)
- Scheduling
- The interviewer

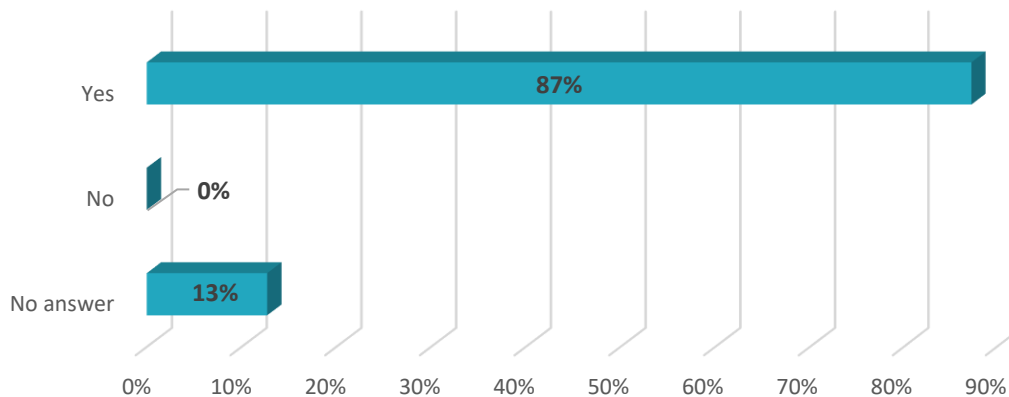
This report will detail the results of **118** satisfaction surveys received or **9%** of the 1,254 SIS assessments completed from October 2018 through December 2018.



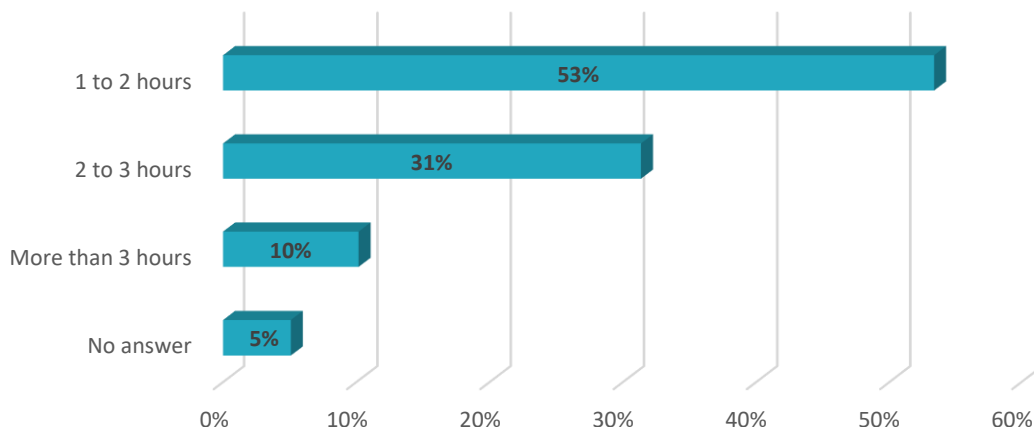
Survey respondent relationship to SIS® recipient



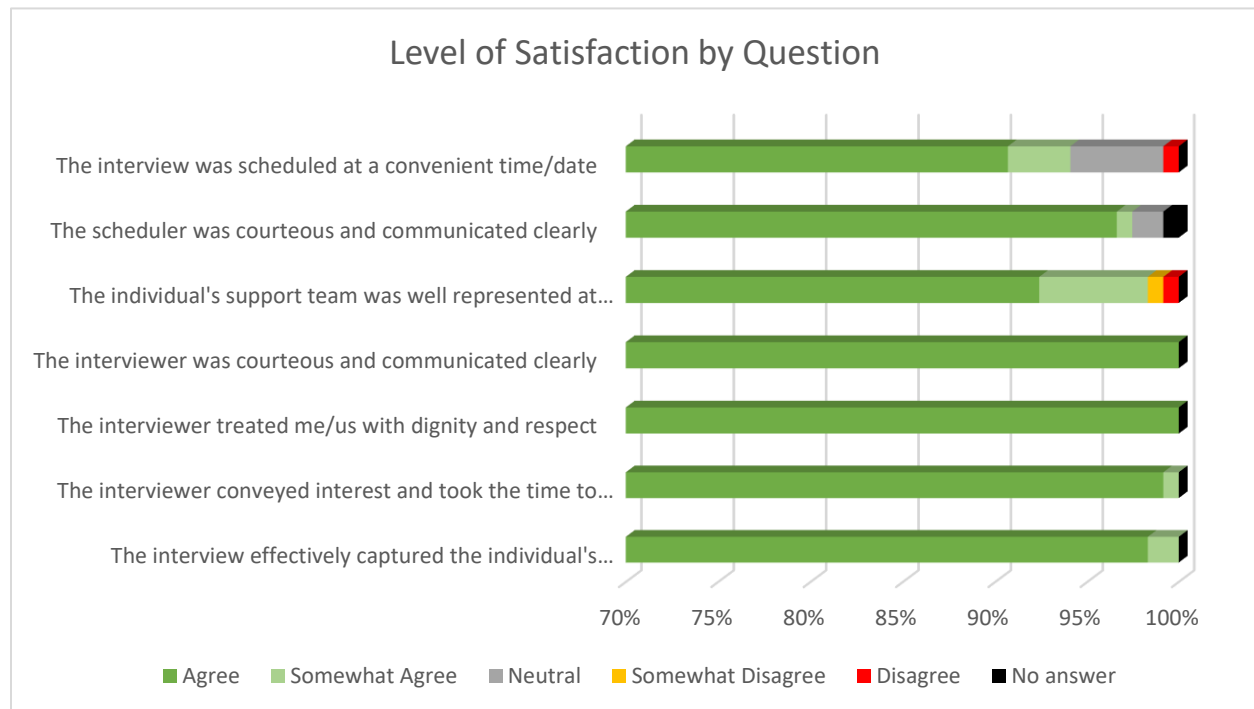
Did the interviewer arrive on time?



Interview Length



0



	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	No answer
The interview was scheduled at a convenient time/date	91%	3%	5%	0%	1%	0%
	107	4	6	0	1	0
The scheduler was courteous and communicated clearly	97%	1%	2%	0%	0%	1%
	114	1	2	0	0	1
The individual's support team was well represented at the assessment	92%	6%	0%	1%	1%	0%
	109	7	0	1	1	0
The interviewer was courteous and communicated clearly	100%	0%	0%	0%	0%	0%
	118	0	0	0	0	0
The interviewer treated me/us with dignity and respect	100%	0%	0%	0%	0%	0%
	118	0	0	0	0	0
The interviewer conveyed interest and took the time to learn about the individual's support needs	99%	1%	0%	0%	0%	0%
	117	1	0	0	0	0
The interview effectively captured the individual's support needs	98%	2%	0%	0%	0%	0%
	116	2	0	0	0	0

Representative Comments

Assessment tool and its uses:

- “SIS is very detailed and lengthy but has to be to get overview of needs”
- “Some questions are redundant and can be condensed”
- “The tool is a good measure for this individual because he is verbal”
- “The assessment tool was confusing at times. It was difficult to always give an accurate score”
- “Many sections could have been skipped as they didn’t apply”
- “An actual reflection of the individual’s needs”
- “I felt I was giving many of the same responses in every category. Not sure if there is another tool that would be less redundant”
- “It was too long”
- “Maybe more simplified”
- “The tool seems to be all inclusive which is helpful”

Scheduling:

- “Very courteous and easy”
- “Great timing”
- “Sometimes confusing”
- “Time was great for the group, family and individual”
- “The interview was scheduled at a convenient time/date”
- “Plenty of lead time 😊”
- “An easy process”
- “Was done according to our needs and we appreciate that”
- “We did not like the secure email from Ascend. We were not able to open”

The Interviewer:

- “Nice and thorough”
- “Very good skills - professional, friendly, polite, knowledgeable, very helpful with process”
- “Very thorough and explains well and clearly”
- “Polite, knowledgeable, patient”
- “The interviewer was friendly, professional and explained everything perfectly”
- “Awesome personality and a great sense of humor. I look forward to working with her again”
- “Very courteous and was very respectful to everyone at the meeting, showed a genuine interest”
- “Very informative and answered all questions”
- “Polite, professional, calm manner - would recommend to others”
- “Was incredible, patient, kind and knowledgeable - made individual comfortable and at ease with the process”